

**DCSS P3 PROJECT
NON-JUDICIAL FORMS WORKGROUP
SEPTEMBER 5, 2000 MEETING
MEETING SUMMARY**

A. GENERAL

On Tuesday, September 5, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Project, Non-Judicial Forms Workgroup, held its fourth official session in Sacramento. The following members attended:

- ☒ Bill Kirk, State Co-Leader (DCSS Data Manager)
- ☒ Pat Ratty, County Co-Leader & Small County Rep (Paralegal---Placer)
- ☒ Pamela Crandall, County Analyst (FSO Supervisor---Sonoma)
- ☒ Rita Carroll, State Analyst (DCSS System Standards Analyst)
- ☒ Kristy Johnson, State Analyst (DCSS System Standards Analyst)
- ☒ Ruth Franklin, Medium County Rep (FSO Supervisor---Santa Clara)
- ☒ Deborah Potter, Large County Rep (Analyst---Fresno)
- ☒ Robert McLeod, Advocate Rep (ACES---Legal Research)
- ☒ Jenny Skoble, Advocate Rep (Harriett Buhai Ctr---Staff Attorney)
- ☐ Ed Kent, FTB Rep (CCSAS Child Support Specialist)
- ☒ Lynn Johnson, FTB Rep (CCSAS Info Systems Analyst)
- ☐ Judi Bentzien, FTB Rep (CCSAS Child Support Specialist)
- ☒ Kathleen Cullen, Judicial Council (County Clerk---Orange)
- ☒ Kristen Hoadley, Judicial Council (San Francisco)

Attending *ex officio* were:

- ☒ Lisa McCann, DCSS
- ☒ Julie Hopkins, Facilitator (SRA International)
- ☐ Pat Pianko, Resource (OCSE Rep---Region 9)
- ☐ John Schambre, Resource (OCSE Rep---Region 9)
- ☐ Nancy Bienia, Resource (OCSE Rep---DC)

This meeting summary highlights points covered, material discussed, and decisions made, and follow-up tasks for forthcoming sessions. Comments and corrections should be addressed to Julie Hopkins at julie.hopkins@dss.ca.gov.

Julie provided info on the final format of our report. The group discussed the need for an additional meeting. Some of the other groups are scheduling extra meetings; we will evaluate and schedule additional sessions as necessary.

Julie will fill in the schedule of speakers for upcoming events in and email schedules to all involved parties. Julie also spoke on the upcoming public forums. Tentative presenters (in italics) and representatives from this group are as follows:

- Judicial Council
September 21, Sacramento
Sacramento
Kathleen Cullen
Kristen Hoadley
- Sacramento Public Forum
October 5, Sacramento
Robert McLeod
Bill Kirk
Patty Ratty
- CFSC Forum
October 10 and 11, San Luis Obispo
Pam Crandall
Ruth Franklin
- Los Angeles Public Forum
October 12, Commerce
Jenny Skoble
Deborah Potter

Julie described the proposed organization and operating rules for each forum and answered questions from the group.

B. REVIEW OF LAST MEETING'S MINUTES

No comments.

C. TODAY'S TENTATIVE AGENDA

- Research and information reporting
- Finalize discussion on DCSS Forms Unit
- Discuss format of Draft/Final Report
- Assign writing responsibilities for Draft/Final Report

D. PROPOSED DCSS FORMS MANAGEMENT UNIT

Lynn opened the discussion with proposal for DCSS Forms Management Unit and forms review process. There was discussion about the need for time frames for approval and implementation of forms; but we must realize that the legislature may require forms that DCSS may not have much lead time to develop, review, and implement.

Responsibilities of a Forms Unit

Will the unit approve only new forms, or will it work also with existing forms? We see it as the authority that provides an approval process for existing forms to be standardized and also for new forms. There will be mandatory forms that all counties have to use; and we have already prioritized the existing forms list. All counties will have to use the required forms; and the Forms Unit will play a critical role in developing, approving, and controlling these forms.

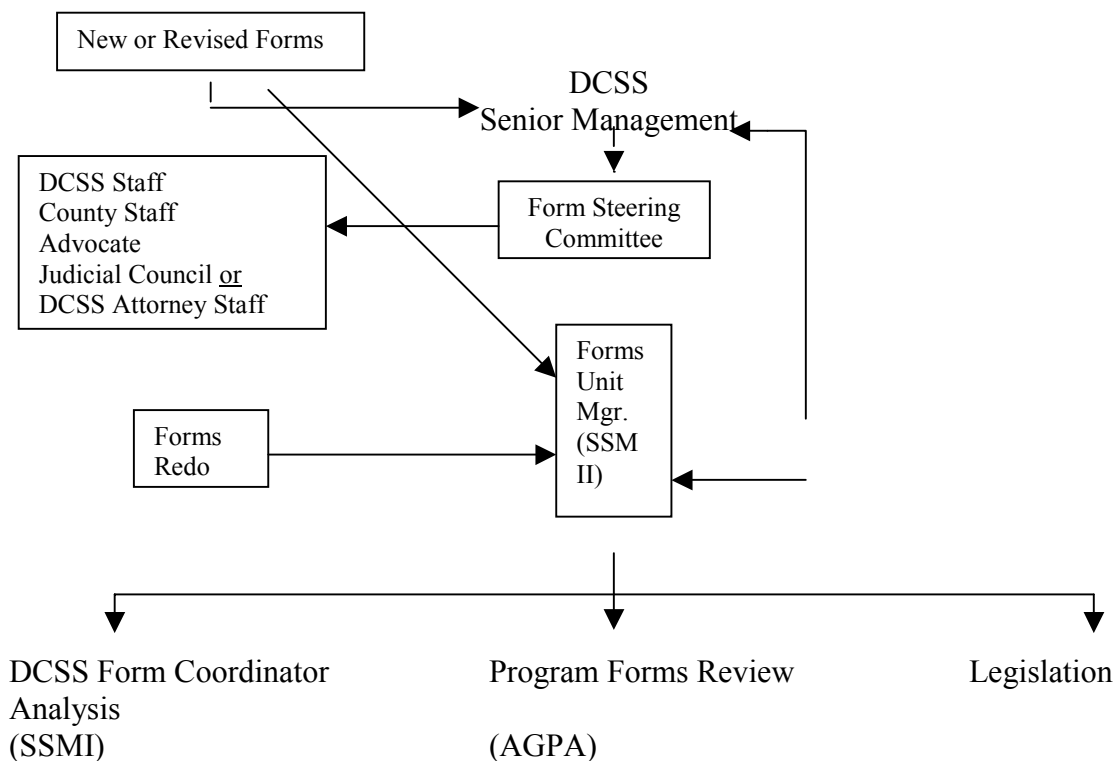
We discussed how the Forms Unit should be staffed as well as the manner in which work would flow into and out of the Unit. There was a great deal of discussion on which stakeholders could provide input or feedback to the Forms Unit.

The Program Review Advocate will represent the customer's interests. There was discussion about an ombudsman at the state level for the forms review and approval process and the need to get information out to other advocate groups.

Forms Review Process

A discussion of the forms review process raised the issue of how the forms will get to the Forms Unit.

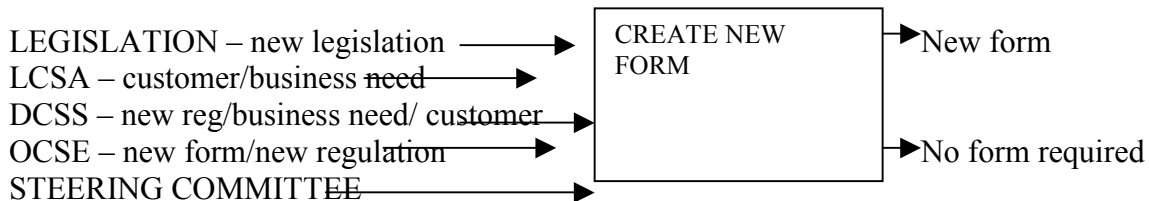
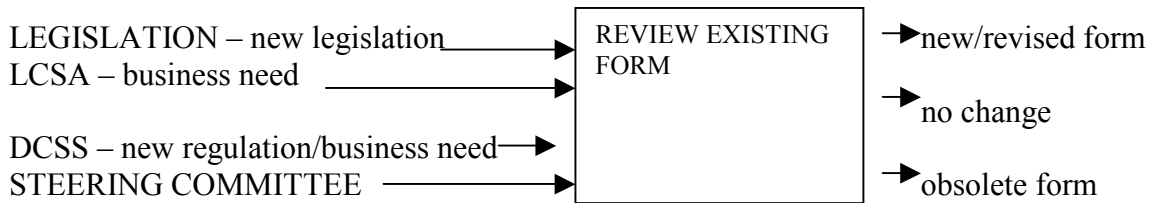
PROPOSED DCSS FORMS UNIT ORG CHART AND WORK FLOW CHART



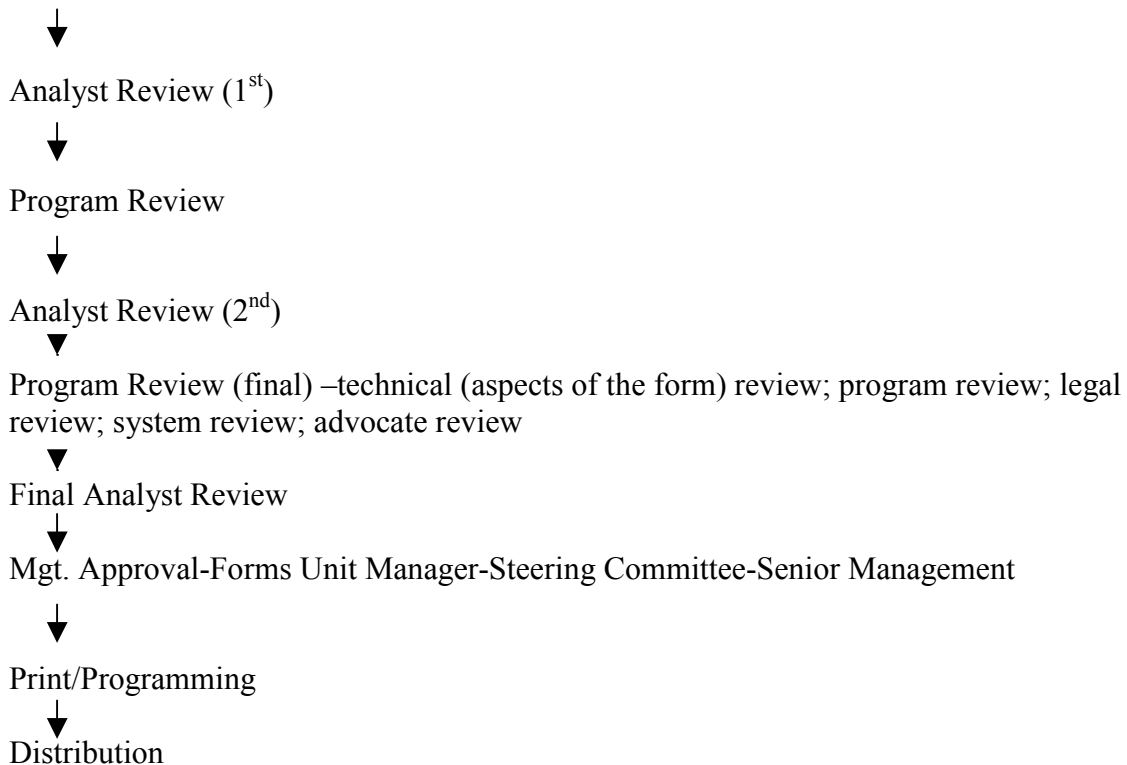
APPROVAL TYPES:

- REQUIRED—No Substitutes
- REQUIRED—Limited situational variations permitted
- RECOMMENDED but NOT REQUIRED
 - May modify without department approval
 - May opt to use form

There will be a numbering system that designates the most important (required—no substitution) forms (i.e. 100s for required—no substitution forms).



FORMS ANALYST



E. STAFFING AND COST OF FORMS MANAGEMENT UNIT

How many people need to be in the unit and at what levels? Apparently, DCSS has determined that there will be a Forms Unit. Proposed staffing is five (5) FTEs. The group felt that the workload appears to be greater than five people can handle.

We discussed doing a cost analysis of a Forms Unit and its staffing, but we don't know how to conduct a cost analysis. DSS has a forms unit that serves all of the counties with between 6 and 10 employees. We will use the Business Operations procedure on Forms Management from DSS as our model. We will have reports on FTB and DSS forms staffing at our next session.

F. FINAL REPORT

What form will our Final Report take? The group broke out to review prior Workgroup minutes. Each group reported back on any deliverables or issues for inclusion in the Workgroup's Final Report. The breakout groups considered the following:

1. Deliverable: Short Report (due 9/13)
 - Policy recommendations
 - Standard Operating Procedures
 - Best Practices
 - California Legislative Changes
 - Federal Legislative Changes
2. How does deliverable solve/prevent problem? How does it enhance CA child support system?
3. Cost implications/return on investment. Who supplies forms, pays for program conversions, and so on?

Group I

1. Deliverable: Characteristics of an ideal form
 - Policy recommendation; SOP, Best Practices.
 - Refer to 7/17 agenda, page 5 section H and I
 - Issues and considerations; draft recommendations for forms unit and reference Turner requirements
2. Standardization of forms provides uniformity of information to customers/stakeholders and uniformity between counties
3. Characteristics and content are more informative
 - Simplified English and non-threatening
 - Generates cooperation, reduces phone calls, results in more participation from case participants, resulting in more appropriate orders and increased collections
4. Consider staffing costs, mail costs, production costs (length of forms), distribution-system implementation; don't forget county staff costs for maintaining forms at local level

Group II

1. Deliverable: Create Steering Committee and recommend a process be developed to create/change forms
2. Promotes uniformity among counties; standardization for statewide system
 - Use Turner requirements
 - Format – elements of a form

3. Next Steps

- Appoint Steering committee
- Research staffing requirements
- Establish Forms Unit
- Further develop and finalize forms development/modification process using org and process charts developed by P3 Workgroup
- Develop set of standard statewide forms, using customer and NJC forms categories developed by P3 Workgroup
- Write regulations to mandate use of standard set of statewide forms

Group III

1. Deliverable: Standardize forms by form categories

- Required—no substitutes
- Required—limited substitution
- Recommended but not required
 - May modify without department approval
 - May opt to not use the form

2. Standards for NJC forms: SOP format and characteristics that must appear on all IV-D forms (non-NJC)

3. Standardization priorities

- Immediate – critical essential form
- Can wait – needed form
- Nice to have

G. WORKGROUP REPORT ASSIGNMENTS

1. The process (Bill and Julie)

2. Results/recommendations

STATEWIDE STANDARD FORMS AUTHORITY

- a) Characteristics and elements of an ideal form (Jenny, Patty, Pam, Kathleen)
- b) Forms Unit/Steering Committee (Kristy, Kristen)
- c) Priorities/forms (Lynn and Debbi) including approval/types standard categories

3. NEXT STEPS (entire group to brainstorm during next session)

H. CROSS-WORKGROUP ISSUES

None identified.

I. SYSTEM REQUIREMENTS

None identified.

J. HANDOUTS

- Form Review Process Flow Chart
- Proposed DCSS Forms Unit Process

- Information/Application for Support Services Package
- DCSS P3 Program Style Guide

K. ACTION ITEMS/HOMEWORK ASSIGNMENTS FOR NEXT SESSION

- Rita will find out how many people work in the FTB forms unit. Bill, Rita, and Ed will determine Forms Unit functions, staffing, roles, and responsibilities (organizational chart).
- Writing assignments per Section F, above.
- Lynn, Patty, and Ed will work on revising the process flow chart, including descriptions of everything.
- See the attached Action Items List.

L. ANCILLARY (PARKING LOT) ISSUES

We tabled discussion about staffing for the Forms Management Unit until next time.

M. ATTACHMENTS

Action Items List.